

STATE OF CONNECTICUT DEPARTMENT OF BANKING
YEAR-END 2005 ELECTRONIC BANKING QUESTIONNAIRE FOR BANKS

Name of Institution:

Purposes of your Internet site. (Check all that apply)

Marketing

- ☐ New account products
- ☐ Investment product information
- ☐ Rates for loans and deposits
- ☐ Insurance information
- ☐ Personalized marketing information

Personal Banking

- ☐ Account activities (inquiries/transfers)
- ☐ Bill payment
- ☐ Bill presentment
- ☐ Personal banking data download (Quicken, Money, etc.)
- ☐ ACH transfers
- ☐ Loan history
- ☐ Loan payment

Business Banking

- ☐ Account activities (inquiries/transfers)
- ☐ Bill payment
- ☐ Bill presentment
- ☐ Business banking data download (i.e. QuickBooks)
- ☐ Remote Deposit Capture (i.e. electronic check presentment)
- ☐ Wire transfer
- ☐ Cash management
- ☐ Loan history

Other Services

- ☐ Brokerage services
- ☐ Trust account access
- ☐ Credit card history
- ☐ Credit card transaction download
- ☐ Credit card payment
- ☐ Electronic marketplace (vendor links)
- ☐ Tax return preparation

Applications

- ☐ Loan application download
- ☐ Loan application upload
- ☐ New account opening
- ☐ Sign-up for Internet banking
- ☐ Credit card application
- ☐ Software download
- ☐ Customer Support
- ☐ Direct access to CSR

Informational Functions

- ☐ Links to external sites
- ☐ Loan/investment calculator
- ☐ Community information
- ☐ Content aggregation(screen scraping)

Name of Institution:

Does your institution offer:

Telephone Banking? ☐ Yes ☐ No

If **no**, do you plan to offer it within 1 year? ☐ Yes ☐ No

If **yes**, check any of the functions you offer:

☐ Balance inquiry

☐ Balance transfer

☐ Marketing/informational material

☐ Loan applications

☐ Bill payment services

☐ Other

Do you offer any of the following?

☐ Automated loan machines

☐ No yet, but within the next year

☐ ATMs offering additional products

☐ Not yet, but within the next year

☐ Debit cards (check cards)

☐ Not yet, but within the next year

☐ Stored value cards

☐ Not yet, but within the next year

Name of person who completed this

Phone

THANK YOU FOR PARTICIPATING!